

DUTY STATEMENT

CCTC-AGENCY xxx (REV 06/11)

		RPA #	EFFECTIVE DATE: 9/1/2021
EMPLOYEE'S NAME		POSITION NUMBER (Agency - Unit - Class - Serial) 192-302-1139-XXX	
DIVISION/UNIT Division of Professional Practices		CLASS TITLE Office Technician (Typing)	

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, our customers and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully and professionally is critical to the success of the CTC's Mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

The Office Technician (OT) is an entry level position that shall perform the following duties under the general supervision of the Staff Services Manager I within the Division's Intake Unit.

Percentage of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
30 %	<p><u>Essential Functions:</u></p> <p><u>Consent Calendar CC/Discuss Casework:</u> Contact internal and external agencies to obtain records, such as DMV, State Records Center (SRC), Applications, Professional Fitness Question (PFQ) explanations, Reports of Arrest and Prosecution (RAP), School District notifications, investigative reports, court documents, other licensing agencies, including out of state Education agencies, letters of recommendations, and any other pertinent records required. Review all documents and prepares follow-up requests for incomplete documentation. Prepare and combine any SRC file received from State Archives into the new case. Prepare a typed summary of allegations, circumstances, and criminal convictions for review by management for assignment and approval by the Committee of Credentials.</p>
10 %	<p><u>Vehicle Code (VC) and Single Offense Alcohol (SOA) Casework:</u> Review and prepare VC and SOA cases. This includes reviewing the Application or RAP, preparing the DMV, and verifying the misconduct pursuant to current Commission Policy and procedure. This requires entries in the credentialing database, entries in file notes, pulling the application for granting (when applicable), and the proper filing of the case to the perm shelf, or attachment of all copies to the database.</p>
10 %	<p><u>Intake:</u> Process all incoming mail by date stamping and entering relevant information into the Intake Database, recording the Intake identification number on the document, and forwarding the mail to the case owner, or placing in the Pending Doc Drawer.</p>
10 %	<p><u>Application Triage:</u> Review and triage applications into processing categories, by reviewing documentation, such as RAP, DMV, Arrest and Court records to determine the status of an application when received in DPP/Intake Unit. This determination is based on database review, which may reflect a current or previous case review, and possible new information needing review, or whether an application may require fingerprints.</p>
10 %	<p><u>Attorney General (AG) Cases:</u> Prepare a paper or scanned copy of AG cases as assigned by the Legal Analyst. This entails making a complete copy of an existing case file, removing flags, staples, paper clips, etc. to ensure the records are copied and transmitted appropriately.</p>

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5 %	<p><u>Create Potential Case Folders:</u> Daily creation of case folders, for all potential case types as advised by management for processing by CMU, Intake Unit, and Investigations Unit (IU). These cases include all Potential Calendar cases and Potential LOI cases. Folder creation consists of preparing the DMV, requesting any records from State Records Center (SRC), Creating case labels, associated note, address, and chronology forms, and organizing any/all documents associated with the misconduct. Such documents may include, but are not limited to, Applications, Professional Fitness Question (PFQ) explanations, Reports of Arrest and Prosecution (RAP), School District notifications, investigative reports, court documents, letters of recommendations and any other records submitted</p>
5 %	<p><u>Create Potential Mandatory Folders:</u> This is the highest daily priority for the Office Technician in Intake. Daily creation of the Potential Mandatory folders as assigned by management for the Case Management Unit (CMU). Folder creation consists of preparing the DMV, requesting any records from State Records Center (SRC), Creating case labels, associated note, address, and chronology forms, and organizing any/all documents associated with the misconduct. Such documents may include, but are not limited to, Applications, Professional Fitness Question (PFQ) explanations, Reports of Arrest and Prosecution (RAP), School District notifications, investigative reports, court documents, letters of recommendations and any other records submitted by Respondent.</p>
5 %	<p><u>Committee (COC) Consent Calendar Grant/Close Cases:</u> Finalize and prepare Consent Calendar cases for perming, which have been reviewed and approved by the COC. This requires entries in the credentialing database, entries in file notes, pulling the application for granting (when applicable), preparation of Grant/Close letters (when applicable), and the proper filing of the case file to the perm shelf.</p>
5 %	<p><u>State Records Center (SRC) Archives:</u> Reconcile and prepare all completed/permed case files for archiving at SRC. This entails verifying the correct case with the SRC list, documenting it appropriately, and packaging it correctly for safe transportation and storage at the SRC location.</p>
5 %	<p><u>Contacts:</u> Communicates daily by telephone, email and postal mail with Respondents, attorneys, and law enforcement agencies to assist in completing the contents within the case file prior to Committee Review.</p>
5 %	<p><u>MARGINAL FUNCTIONS</u></p> <p><u>Procedures:</u> Develops, revises, and maintains DPP's procedures, database manuals, policies, and processes.</p> <p><u>Meetings:</u> Attend staff meetings timely.</p> <p><u>Special Projects & Assignments:</u> On occasion, organize and monitor special projects and assignments.</p>
<p>KNOWLEDGE AND ABILITIES <i>Knowledge of:</i></p> <ol style="list-style-type: none"> 1. General sentence and paragraph construction and the proper use of the English language for writing. 2. Current laws, codes and regulations regarding teacher education and disciplinary practices in California. 3. Current laws related to criminal justice system, including infractions, misdemeanors and felonies as well as rehabilitation. 4. Administrative functions, organization, and structure of Commission on Teacher Credentialing. 5. California principles and methods of disciplinary practices for teachers. 	

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Ability to:

1. Interpret and apply facts found in police and district investigation reports and apply the provisions of the California Education Code, Penal Code, Government Code and the policies and regulations of the Commission on Teacher Credentialing.
2. Analyze policy issues in teacher discipline.
3. Perform in an independent and creative manner.
4. Speak effectively and write clear, concise reports.
5. Utilize effective techniques in human relations.
6. Analyze situations accurately and take effective action.
7. Analyze policy issues related to the evaluation of professional practices.

DESIRABLE QUALIFICATIONS

- **Integrity** – consistently adheres to his/her duties to execute the mission and responsibilities of the CTC.
- **Expertise** – be a reliable source of accurate information.
- **Teamwork** – works collaboratively and in recognition of the contribution each makes to the common purpose.
- **Respect** – recognizes the validity of other points of view and treats others with civility.
- **Problem Solving** – strives to find practical and effective solutions to achieving desired goals

SPECIAL PERSONAL CHARACTERISTICS N/A

INTERPERSONAL SKILLS

- An ability to communicate in a professional manner in a fast-paced environment.
- Ability to handle stressful or sensitive issues with tact and diplomacy.

GENERAL QUALIFICATIONS

- Speak effectively and write clear concise reports.
- California's current laws, rules and regulations regarding teacher licensing and disciplinary practices in California.
- Knowledge of administrative and criminal disciplinary functions.
- California's Education Code.
- California Penal, Vehicle and Health & Safety Codes.
- Evaluate and interpret facts found in police, school district, and/or other investigative reports.
- Evaluate and interpret court records.
- Evaluate and interpret DOJ Rap (Record of Arrest and Prosecution) Notifications.
- Knowledge of Microsoft Word, Excel, Outlook, Adobe Acrobat and/or various database systems.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

Work Environment:

- Requires prolonged sitting, use of telephones and computers, frequent contact with employees and some public contact. Requires mobility to various areas of the CTC and the ability to work business hours in the office from 8 am to 5 pm.
- Demonstrates a commitment to perform duties in a service-oriented manner. Demonstrates a commitment to maintaining a work environment free from discrimination and sexual harassment.
- Maintains good work habits and adheres to all policies and procedures.
- Requires fingerprint clearance.
- Has daily contact with CTC management and staff.
- Overtime may be necessary depending upon the situation

Physical Ability

- Must possess and maintain sufficient strength, agility, endurance and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation
- Ability to lift 15-20 lbs., which contain case files or boxes containing large amounts of documentation, specifically during the archiving of State Record Center files.

Mental Ability

- Ability to communicate clearly and tactfully; read and follow written and oral instructions; prioritize and change tasks independently and work with multiple task assignments

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Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

PERSONAL CONTACTS

- CTC management and staff
- Educators and the Public
- Stakeholders
- Commission and Committee of Credential members

LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

Incumbent will have a high level of responsibility to assure the accuracy of highly confidential reports. Failure to use good judgment in handling sensitive and confidential information could result in confidential and/or incorrect information being released to unauthorized person and may result in adverse actions. The actions of the individual can and will affect the Commission public responsibility and the safety of the children of California.

MANAGER/SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

MANAGER/SUPERVISOR'S NAME
(Print)

MANAGER/SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE